

Participant Rights

Participants have:

1. The right to be treated with dignity, worth and respect.
2. The right to be informed in advance of services provided through the qualified waiver program and limitations that could lead to termination of services.
3. The right to be informed in advance, of any changes to services received.
4. The right to choose the agency or individual that will provide your services.
5. The right to have personal information treated in a confidential manner.
6. The right to receive a clear explanation of all the forms that you are asked to sign.
7. The right to participate in the assessment and in developing the plan of care.
8. The right to know the name of your case manager and how you can contact him or her.
9. The right to voice complaints and concerns about the services you receive without fear of reprisal.
10. The right to file an appeal if you become ineligible for the program.
11. The right to be free from physical, sexual and verbal abuse and financial exploitation.

Contact Us

If you have issues or concerns about the Home and Community-Based Waiver Services you are receiving

or

if you need information about the array of long term care services in Arkansas, contact us at this toll-free number

1-866-801-3435

Log on to:

www.state.ar.us/dhs/aging

**Division of
Aging & Adult Services**

Your Voice Your Choice

Giving Arkansans



A Vital Voice

through the

**Ombudsman
for**

**Home & Community-Based
Waiver Services**

**Division of
Aging & Adult Services**



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

PROGRAM OVERVIEW

Your Voice, Your Choice

is a program that will offer Arkansans the opportunity to have a valid voice and lifestyle choice in decisions concerning long term care needs.

Your Choice is the right to choose where you receive services for long term care.

Today there is an array of services available for people who need help with daily living. These services are available in the home and are called Home and Community-Based Waiver Services.

Your Voice is the right to express concerns about the waiver services you are receiving.

The system that provides waiver services to aging Arkansans and individuals with disabilities believes that it is obligated to provide quality services. However, there are times when there are questions, concerns, or complaints related to services, treatment, legal and basic rights, or general assistance is needed. The Ombudsman for Home and Community-Based Services Waivers is available as an advocate for you and can express your concerns.

The Ombudsman will:

- Identify, investigate, and resolve complaints by or on the behalf of waiver participants;
- Provide information about rights and procedures;
- Identify additional community resources;
- Work with families, friends and waiver staff to resolve complaints and difficulties.

The Ombudsman can help:

- A participant receiving services from a Home and Community-Based Waiver such as **Alternatives, ElderChoices, Living Choices and Independent Choices.**
- A friend or relative of participants
- An employee or administrator of a home care agency or
- An individual providing services to a participant.

Contact the Ombudsman:

- When you have a concern about the care or treatment of a participant receiving waiver services
- When you have a question about the services available in the community
- When you have a question about the services you are entitled to receive
- When you receive notice that your services are being changed or terminated.



Did you know? It is important to know that participants of Home and Community-Based Waiver Services have the right to receive written or oral information about rights in advance of receiving services or during the initial assessment visit, before the initiation of services.